



Bruderheim Business Incubator Program Handbook



1. INTRODUCTION

(A) Mission, Vision & Values

Mission:

To support and accelerate small business and their growth and development from start up to expansion.

Vision:

To stimulate entrepreneurial spirit & promote innovation within the community, thereby contributing to the competitiveness of the local economy and job creation.

Our Values:

Relationships. We are committed to developing long-term relationships with entrepreneurs, and support groups and mentors all the while building confidence and trust for continuous opportunities.

Passion. We are extremely passionate about our small businesses and our collaborators that we interact with.

Expertise. We source the highest level of expertise to work with our businesses. We strive to offer recognized experts in various industries, technologies and functional areas to support our businesses.

Partnership. We promote a collaborative partnership with our businesses and view ourselves as an integral extension of their business.

Opportunity. We believe that the ability to see opportunity for our businesses, and help them seize it, is the cornerstone of our services and is central to our overall value proposition.

(B) History

The Town of Bruderheim is partnering with the Rural Alberta Business Centre, Alberta HUB, Community Futures Elk Island Region, and Business Link to provide support, including training and an incubation centre, for new businesses coming into the area.

The Rural Alberta Business Centre (RABC) is a partnership between the Government of Alberta and local organizations actively involved with the business community. RABCs provide advice and information services to entrepreneurs and small businesses to assist them in making informed business decisions. RABC Cold Lake supports the northeast region of Alberta, including assisting with the setup of regional incubators and training and support for new clients.

2. GETTING STARTED

(A) Address

The Bruderheim Incubator Business Centre is located at 4924 – 51st Avenue, Bruderheim, AB T0B 0S0.

(B) Business Hours

The Bruderheim Business Incubator clients have access to facility at all times.

(C) Security and Building Access

Keys and alarm codes will be provided as necessary. All doors must be locked and the alarms must be set when the facility is not occupied. Please do not share the code for the door as this would compromise your

safety and security. Access is for yourself and your company employees only. Each client will receive two keys to their office. A key to each office will be kept in the Town Office.

If you have any concerns with your keys or the locks, please contact the administrative office.

(D) Contact Numbers

Bruderheim Business Incubator Doug Sullivan 780-796-3731 (Office) 780-267-4269 (Mobile)
Bruderheim Economic Development Officer

Judy Koschade 780-796-3731 (Office)
Director of Community Relations

3. FACILITIES & SERVICES

(A) Professional Services

As a Bruderheim Business Incubator Program Client you will receive the following:

- RABC Small Business Advisor mentor
- RABC workshops at no charge
- Complimentary consultations with several service providers including but not limited to:
 - a bookkeeping and accounting expert
 - a lawyer
 - a graphic designer
 - business plan consultant
 - Alberta Treasury Branch Business Advisor
- On air interviews – radio, newspaper (print & online)

(B) Conference/Training Room

Clients have access to the conference/training area including use of the Smart TV. Please call the town office (780-796-3731) to book the meeting room.

(C) Information Technology Services

Clients are required to provide their own mobile phones and personal computers. Internet is provided.

(D) Administrative Support, Mail & Copier Services

Administrative support personnel will be provided for 6 hours per week.

Each office will be provided with a color printer. Paper and additional cartridges will be your responsibility.

Clients are encouraged to arrange with the Bruderheim Post Office to have their own box, or alternatively have mail addressed to them General Delivery, Bruderheim, AB T0B 0S0.

(E) Shipping & Receiving

All packages can be delivered to your company C/O the Bruderheim Business Incubation Centre, 4924 - 51st Ave, Bruderheim, AB T0B 0S0. Packages can be delivered to the front entrance reception area.

Please ensure that you make arrangements to be at the facility to receive your deliveries.

(F) Parking

Parking is available at the front of the building on the street, or in the Karol Maschmeyer arena parking lot beside the Bruderheim Business Incubator Centre.

(G) Visitor Parking

Visitors can park in the same locations as clients.

(H) Trash

You are responsible for your own garbage removal. Garbage may be disposed of in the trash bins by the entrance of the building.

4. POLICIES, RULES & TERMS

(A) Client Reporting & Program Participation

Client agrees to participate in the Bruderheim Business Incubator Program. The Program is intended to assist with the Client's creation, evolution and successful implementation of its Business Plan and agrees to regular written and oral communication with the Bruderheim Economic Development Officer, and the RABC Business Advisor to provide regular reports (quarterly/annual financial) or updates and acknowledges that these requirements are required to support both the Mission of the Program and the Client's achievement of its Business Plan.

(B) Workshops and Events

Client agrees to participate in and contribute to Program events and workshops to support the Business Plan and promote the Bruderheim Business Incubator Program, its Services, and its clients. This is an opportunity to stimulate investment interest, provide networking opportunities, communicate industry updates, share best practices, impart knowledge, and for other such purposes which enhance the Program's Mission.

(C) Licenses, Permits and Insurance

All clients of the Bruderheim Business Incubator Program must be in possession of or be in the process of registering their business (sole proprietorship, partnering, corporation), acquiring the appropriate business license, applicable permits and business insurance.

(D) Retention in the Incubator & Exit from the Program

To remain in the Bruderheim Business Incubator Program the client must adhere to the following:

- All items outlined in the lease agreement including business insurance
- Achievement of agreed upon development objectives and milestones
- Payment of rent and any other costs on agreed upon schedule
- Unprofessional conduct within the Incubator office or with support consultants or town staff could result in removal

(E) Graduation Criteria

At this time, the maximum timeline for the Bruderheim Business Incubator program is until January 30th, 2019, unless otherwise stated. Graduation from the Incubator program is based on the following:

- Client has spent the maximum time allowed in the incubator
- Company has outgrown space available at the incubator
- Client company has achieved agreed-upon milestones
- Business assistance needs of client are beyond what incubator can provide

- Client company has an experienced independent management team
- Client company has attracted additional financing

(F) Termination

As outlined in (E) above.

Refer to the lease agreement terms for additional information.

(G) Hazardous Materials

Hazardous materials cannot be used, stored or sold within the facility.

(H) Lease Rules

The structural building is taken care of by the Town of Bruderheim. Client agrees to immediately report to the Town office any and all damage(s) that occur. Only small hooks and nails are allowed. No alterations or painting can be done without consent of the Town.

Each business incubator client is responsible for their own office cleaning.

(I) Modification of Policies & Rules

Changes may occur as we move forward with the Bruderheim Business Incubator Program. We will inform you of any changes to policies or rules.

Disclaimer

The Town of Bruderheim Business Incubator Program reserves the right at all times to alter, amend, add to or remove any of these products or service offerings.

This program provides start-up consulting services only and does not guarantee any specific results. The success of the incubator business depends on many factors including a commitment to the program and the meeting of project objectives and milestones. Incubator clients are still responsible for determining their own business tactics and strategies, and for organizing and managing their own businesses. Results will vary, depending upon markets, economics, and other factors.

Signature

Business Name
Bruderheim Business Incubator Client

Date

Signature
Patty Podoborzny

TOWN OF BRUDERHEIM
Chief Administrative Officer

Date